



## MONTANA STATE HOSPITAL POLICY AND PROCEDURE

### FRIENDLY, WELCOMING, PROFESSIONAL ATTITUDE

**Effective Date:** November 19, 2015

**Policy #:** TX-30

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- I. PURPOSE:** To provide direction to employees regarding attitudes and feelings towards patients and their families and friends.
- II. POLICY:** Montana State Hospital employees shall project a friendly, welcoming, and professional attitude toward people admitted for services as well as their families and friends. Employees will treat people served with respect and concern for their wellbeing. All Employees will convey an understanding that each person is sent to the Hospital for care and treatment, and will not let personal feelings or attitudes about an individual person's diagnosis, history, behavior, or personality type interfere with their professional responsibilities. Employees will welcome people regardless of the number of times they have been admitted.
- III. DEFINITIONS:** None
- IV. RESPONSIBILITIES:**

All Employees – To convey a friendly, welcoming, and professional attitude toward people served, and their families and friends.

Staff Development – To inform all new employees of this expectation.

Supervisory Personnel – to provide direction to employees concerning expected attitudes through example and specific instruction.
- V. PROCEDURE:** All services will be provided in a manner consistent with this policy, conveying respect for every individual served.
- VI. REFERENCES:** None
- VII. COLLABORATED WITH:** Addictive and Mental Disorders Division
- VIII. RESCISSIONS:** #TX-30, *Friendly Welcoming Professional Attitude* dated November 19, 2012; #TX-30, *Friendly Welcoming Professional Attitude* dated December 1, 2009.
- IX. DISTRIBUTION:** All hospital policy manuals

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- X. ANNUAL REVIEW AND AUTHORIZATION:** This policy is subject to annual review and authorization for use by either the Administrator or the Medical Director with written documentation of the review per ARM § 37-106-330.
- XI. FOLLOW-UP RESPONSIBILITY:** Hospital Administrator
- XII. ATTACHMENTS:** None

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John W. Glueckert                      Date  
Hospital Administrator

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Thomas Gray, MD                      Date  
Medical Director